

Dear FCC Commissioners & Staff:

My name is Randy Gilleland and I am the CTO of independent ISP, in Statesville, North Carolina. We began business in 1996 and presently have 3,000 customers, most of whom live and work in Iredell county but we also do a fair amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone company, Bell South, does not. Services like support for the local emergency services and many free accounts for local groups. We also supply Internet service to our library. We offer wireless connectivity to local businesses that is customized to fit the needs of that business. We allow our customers to bring their computers to us so we can trouble shoot Internet related problems free of charge. We offer content filtering for those who want a 'Cleaner' Internet.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Bell South. Of course getting phone lines from Bell South was always a problem, and we frequently lost customers when our modem lines became busy because Ameritech was late delivering phone lines we had ordered well in advance.

Nowadays we have moved on from ordinary phone lines to digital PRI's (Primary Rate ISDN), and the second a CLEC (Concord Telephone Company) came to town, we moved all of the business we could over to that company instead. Since then the price has gone down, but more importantly, service has improved.

Unfortunately, I can't say the same about DSL. The CLEC we work with has chosen not to enter the DSL business, and the expansion of some of the 'Data CLECs' has stopped. We offer Internet access over DSL to our customers, but we must do it through Bell South, and the prices Bell South charges us make it impossible for us to compete in a fair market. We are expected to pay \$33 per month for the data line to reach the customer, and turn around and compete with Bell South, which is offering reconfigured phone lines, Internet access and free \$200 modems, for \$50 per month. We also have to pay a \$110 setup fee that is waived for their customers. I ask you is this fair? We do not mind paying for service but why should our customers be able to call Bell South and get the same service cheaper. We provide installation and support as well as the backbone services. Bell South is truly overcharging us for the service and the setup. There is no way we can offer this product with any kind of profit. Bell South uses deceptive practices such as telling potential customers that they are the only source for DSL and in some cases telling customers that they have to purchase extended calling because it otherwise would be long distance. Since we resell Bell South we have to compete with this on a day to day basis.

I do not have the resources to fight the tariff that Bell South has filed that allows it to get away with charging ISPs a wholesale rate of \$33 for access to the network as well as a setup fee that is waived to end users. I believe the true cost is probably a great deal less than that. However, I also do not believe that the answer to this problem is simply to allow Bell South to stop selling access to the network at all, or to take away the requirements that are supposed to be preventing Bell South from discriminating.

The answer is for the FCC to make a good faith effort to uncover the discrimi

mination (whether it is in pricing or provisioning) and put an end to it. Until the FCC has demonstrated that it is willing to do this for ISPs, any talk about lifting the rules for monopolies like Bell South is premature.

I hope that you will take my comments seriously - I am sending a copy of this letter to my Congressman as well.

Sincerely,

Randy Gilleland
123 Berry St
Statesville, NC 28677